

Attachment C

AHRQ Healthcare Innovations Exchange Innovator Interview Guide

After reviewing background materials, the following general areas of discussion with the innovator are designed to supplement the secondary research assembled.

What they did

1. **Problem:** What problem does the innovation address?

Possible Probes:

- o *What's the process of care that is affected by this innovation (e.g., patient handoffs, hospital admissions)?*
- o *Quality aim: What's the aspect of quality that this innovation addresses?*
- o *If the innovator cites data, request a source or at least note that we'll need to find one.*

2. **Impetus:** What was the impetus for the innovation?

Possible Probe: Was there a specific event or incident that served as the impetus?

3. **Goals:** What specifically were you trying to achieve?

Possible Answers: improved outcomes, such as lower mortality rates, complication rates, etc.; reduced resource utilization, such as lower hospital admissions; better communication among providers; improved patient satisfaction

4. **Description of the innovation:** How does this innovation work on a daily basis?

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Possible Probes:

- *What are the key elements or steps?*
- *Who is involved and what do they do?*
- *When does the activity occur? (If appropriate, when does the care get delivered?)*
- *Where does the activity occur? (If appropriate, where does the care get delivered?)*
- *How does this activity differ from standard (or previous) practice in your institution/office?*
- *How does it differ from standard practice? (Innovator may not know.)*
- *What is the theoretical framework or evidence based health information, or prior experience is it based on?*
- *(If not clear from previous questions) What makes this activity innovative?*
- *Are you aware of any other organizations that have implemented similar ideas?*
- *What patient population is affected by this innovation?*
- *When was the innovation implemented? Over what period of time?*
- *Who is responsible for the innovation? (If several organizations are involved, confirm who should be credited for the innovation.)*
- *Where did the funding for this innovation come from?*
- *Who would be most likely to be interested in this innovation? (e.g., hospital medical directors, physician practice administrators)*

5. **Quality Measures:** What quality measures do you track that relate to this innovation?

Possible Answers: HEDIS measures, the Joint Commission's Core Measures, the National Hospital Quality Measures

Results

Impact: What are the results of the innovation?

Possible Probes:

- *What did you track?*
 - *Possible answers: mortality/morbidity rates, complication rates, medical errors, patient/provider satisfaction, costs/ROI, process efficiencies*
- *What evaluation design did you use?*

- Possible answers: before/after time series, survey, randomized controlled trial
- What did you find? Any unexpected results, positive or negative?
- Have results been published or posted?
- If no formal assessment done, why not?
 - Possible answers: too soon, no funding/resources
- What other evidence is available that shows the innovation worked?
 - Possible answers: anecdotal, informal feedback from providers, patients and families---further probe for specific stories
- If the innovation did not show effective results, why not?
 - Possible answers: lack of staff buy-in, inadequate resources, leadership

How they did it

Implementation: How did you implement the innovation?

Possible Probes:

- Describe your setting, e.g. type/structure of organization, size, and marketplace characteristics.
 - Explore unique characteristics that affected implementation, if any
- Describe what you did to plan for the activity and make it work?
 - Possible answers: supportive leadership, staff training, multidisciplinary teamwork, implementation tools
- What does it take to sustain it over time?
 - Possible answers: manpower, financial resources, leadership
- What other mechanisms do you use, are they available to share?
 - Possible answers: forms, communication tools
- What training is required? (Who, what, when, how long?)
- What challenges did you face and how did you overcome them?

Adoption considerations

Adoption: What does it take for others to adopt the innovation?

Possible Probes:

- What advice do you have for others who may want to implement the innovation?
- What worked based on your implementation experience, any surprises?

- *What guidance do you have for others for sustaining the innovation?*
- *Are there other lessons from your experience?*
- *What would you do differently?*
- *What training, supplies, resources, equipment, organizational support are necessary?*